

Community Outreach Worker

Virginia Beach Department of Public Health

Overview:

The Virginia Beach Department of Public Health (VBDPH) is seeking a motivated and experienced Community Health Outreach Worker to join our mobile team of healthcare professionals providing services to vulnerable populations at risk of holistic health deficits related to COVID-19. As our mobile outreach team seeks to expand COVID-19 testing and vaccination opportunities for high-risk and underserved populations, this position will support community health and wellness outreach to racial and ethnic minority populations and people living in rural communities. Key responsibilities include:

- Direct outreach efforts and support to patients and populations with the goal of educating and engaging community members to seek VBDPH resources and COVID-19 healthcare and services
- Recruit at-risk community members to pre-register and participate in COVID-19 testing and vaccination services events and take action to retain relationships with community members and populations for future activities and services
- Help clients to utilize resources, including scheduling appointments, and assisting with completion of applications for programs for which they may be eligible
- Respond to questions from community participants regarding COVID-19 knowledge, attitudes, and behaviors related to COVID-19 testing and vaccination, and navigates interested community members to services
- Coach patients in effective management of their health conditions and self-care through facilitating communication and coordination of services and motivating patients to be active, engaged participants in their health
- Maintain communication with patients, community residents, and local organizations to follow up with health management and care plans
- Gather feedback from community members and populations regarding health communications efforts and health promotion opportunities offered by VBDPH to act as the liaison between vulnerable populations and the local health department
- Engagement to support logistics preparation, implementation, and coordination of community events related to mobile outreach team efforts

Minimum Qualifications:

- Requires any combination of education (above the high school level) and/or experience equivalent to (2) years in a human services field (healthcare, social work, guidance and counseling, education, family and child development, psychology or sociology) utilizing the required knowledge, skills and abilities
- Ability to establish and maintain trusting relationships with culturally diverse, at-risk families
- Ability to work collaboratively with others as part of a multidisciplinary team
- Excellent oral and written communication skills for community outreach, education, and networking
- Ability to translate technical medical information into vocabulary that patients and families will understand
- Ability to manage multiple priorities, complex assignments, and exercise independent judgment
- Basic computer skills including Microsoft Office Suite and Google Workspace

Preferred Qualifications:

- Bilingual English/Spanish (verbal/written) and training in providing interpreter and translation services preferred
- Previous experience in public health outreach preferred
- Knowledge of and experience with diverse cultures, including networks in diverse communities preferred

If interested, please contact Alexis Welch at alexis.welch@vdh.virginia.gov with your resume and a cover letter.